DJJ Knowledge Center
Learning Management System
User's Guide

DJJ in a joint venture with five other state agencies, is on the cutting edge and revolutionizing the administration of training for the Commonwealth of Virginia

This new system of training administration will provide:

- Web-based technology used to plan, implement, and assess a specific learning process;
- Instructors with ways to create and deliver content, monitor student participation, and assess student performance;
- Staff with the ability to register online for instructor led and online courses, access personal transcripts, use interactive features such as threaded discussions, video conferencing, and discussion forums;
- Users access to <u>open</u> courses from the Dept. of Human Resource Management; The Department of Corrections; the Virginia State Police; the Department of General Services and the Virginia Information Technologies Agency; plus
- Functionality for course catalogs and assessments.

This Means:

- Faster course registrations
- Immediate enrollment into a class or notification of a class status (Full, Wait Listed, Cancelled, etc)
- Instant transcript review
- Improved user ability to manage training
- Improved supervisor's ability to manage staff training needs and accomplishments
- Better management of training space
- Improved tracking of class 'no shows' or cancellations

Welcome to the Department of Juvenile Justice Knowledge Center!

The Knowledge Center is a web site with access to training, resources, and expertise from peers and other professionals. It is designed around an illustration of a Campus Map as in Figure 1, with links to buildings that house online functions normally found in a real building. This booklet provides the basic steps to begin working in the system and learning the new training course registration process that will be required this spring. We will tour three of the first buildings online and present an overview of the functions you will need to know.

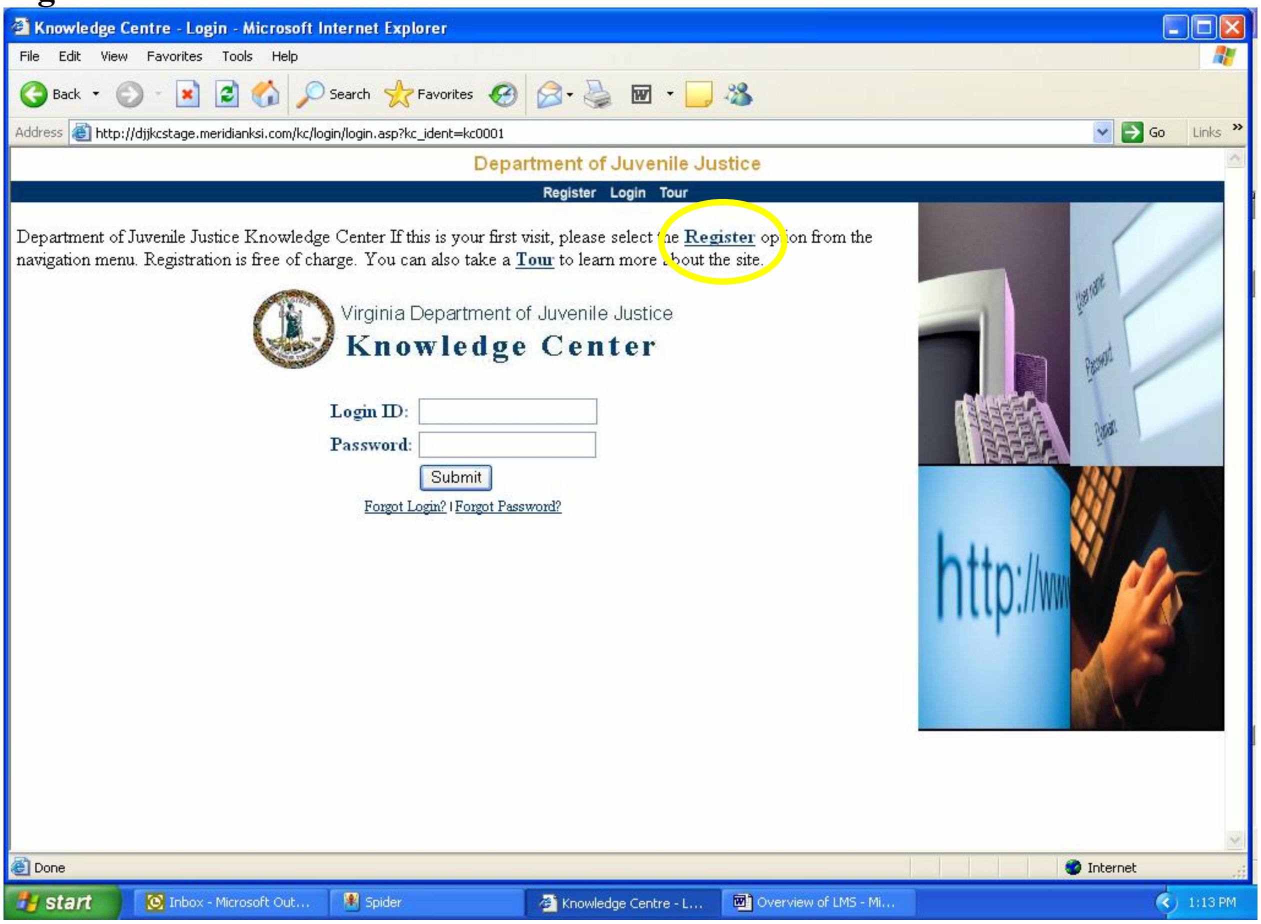
By the end of 2006, all buildings will be open for users. If you have any questions about the functions that are described in this booklet, please contact your site administrator to answer any related questions. We look forward to dramatically affecting your learning experience.

Figure1

To enter the Knowledge Center:

1. Open your internet browser and type https://covkc.virginia.gov/djj in the address line. A copy of the Login page is shown in Figure 2. We refer to this web site is called "Stage." It is the practice site for DJJ's Knowledge Center. If you have not previously registered, you will need to left-click on Register.

Figure 2



After selecting "Register," the next screen will display the selection in Figure 3:

Figure 3

○	**I am a state employee, entering the site for the first time.**
○	**I am a non state employee, entering the site for the first time.**
	Submit

2. Select the correct option and click Submit.

[See Appendix 1 (page 36) for Non-State Employee Registration Process]

State Employee Registration Process:

1. After submitting: The next screen will display the boxes as shown in Figure 4 below. As part of the registration process, you need to provide some general information. Fill in the fields below and click Submit. All required fields are marked with *. [The "Dept. of Juvenile Justice" should be selected as the "The Root Organization"]

Figure 4

*** First Name:**	
*** Last Name:**	
*** Date Of Birth:** ***Enter the date in (mm/dd/yyyy)format.***	
Root Organization:	Select an Organization
Submit	

2. The next screen will display data that has been transferred from Human Resources. It contains specific information pertaining to your **user profile**. An example of what you will see is contained in Figure 5. You will need to review this information carefully. If any items are incorrect, you will need to contact the site administrator. [Currently all addresses reflect the Central Office location. This will be automatically changed in the near future.] **Write down your Employee I.D. number (third item from the top), this will be your Initial LOGIN I.D. Example: 1234567**

Figure 5

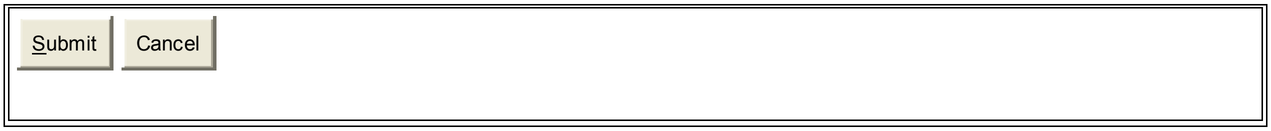
Please verify the following information is correct. If you feel there is an error, please contact your Human Resources Department.

If you do not want to proceed, click the Register, Login or Tour buttons or select **Cancel**. Please note, you will not complete the registration or be able to login until the registration process is complete.

Figure 5 and 6 - continued on next page.

Position ID Number	**:**	Y055512
Social Security Number	**:**	*****5555
Employee ID Number	**:**	178378
Last Name	**:**	SMITH
First Name	**:**	JOHN
Middle Initial	**:**	E
Name Suffix	**:**	
E-mail Address	**:**	john.smith@djj.virginia.gov
EEO Code	**:**	B
Gender	**:**	M
Race	**:**	B
Position Level	**:**	Y055512
LMS Role	**:**	Y055512
Role Code	**:**	55550
Role Title	**:**	Manager III
Working Title	**:**	Supervisor
Registrant Classification	**:**	A
Manager's Name	**:**	JANE DOE
Manager's E-mail	**:**	jane.doe@djj.virginia.gov
Cost Code 1	**:**	555
Cost Code 2	**:**	000
Cost Code 3	**:**	000
Cost Code 4	**:**	000
Cost Code 5	**:**	000
Cost Code 6	**:**	000
Cost Code 7	**:**	000
Cost Code 8	**:**	000
Cost Code 9	**:**	000
Cost Code 10	**:**	000
Location Code	**:**	85
Agency Hire Date	**:**	7/1/1990
State Begin Date	**:**	6/1/1971
Address	**:**	700 East Franklin Street 700 Centre, 4th Floor

City	**:**	Richmond
State	**:**	VA
Province	**:**	
Zip	**:**	23219
Country	**:**	United States
Phone	**:**	8045552335
Fax	**:**	8045550773
Rank	**:**	
Disability (for proper housing assignment)	**:**	
Date of Birth	**:**	10/05/1945
E-Mail Copy	**:**	
Agency Name	**:**	Dept of Juvenile Justice
Please use the following area to highlight your area of expertise and professional items of interest. This may include qualifications and certifications, as well as a brief biography.	**:**	

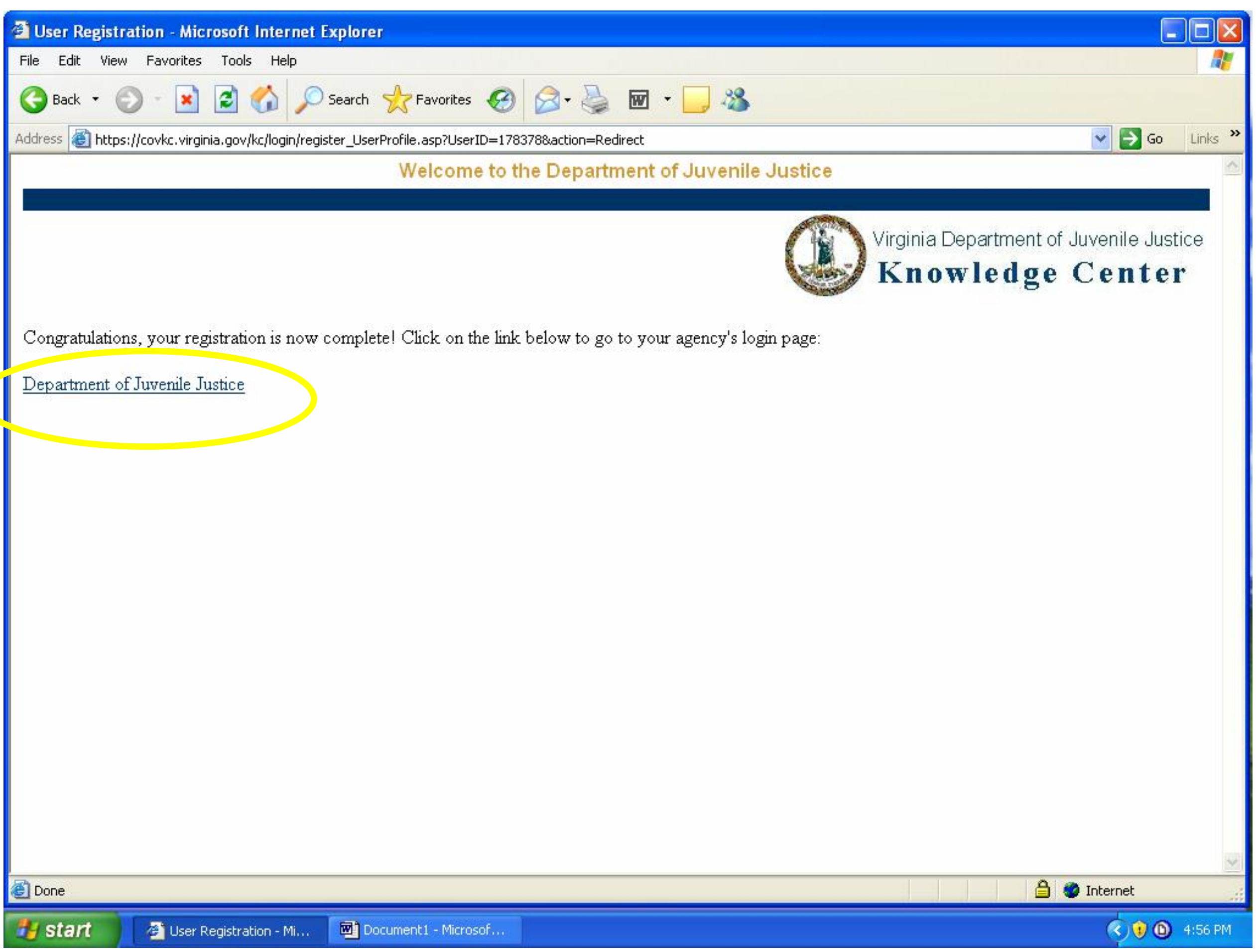


3. Check ✓ the “Send me updates and notification of content changes at this e-mail address.”
4. Check ✓ the “Make this information available to others in the User Directory (Boxes for #3 and #4 are NOT shown in this figure)
5. Click Submit to complete your registration.

The next screen will allow you to create a **Password: Follow the directions and click** Submit

After submitting, the verification page and creating the password the screen will display a link to the Campus Map. Click on this link. See Figure 6.

Figure 6



The campus contains several building, all of which contain very specific functions and resources. This Guide will take you through the Administration and Learning Center Buildings and briefly review the Team Building and other campus functions.

Top Toolbar:

The Top Toolbar (Figure 7) is at the top of the screen. This toolbar contains graphic links to functions that are frequently used. No matter where you are in the site, the toolbar and these functions are available.

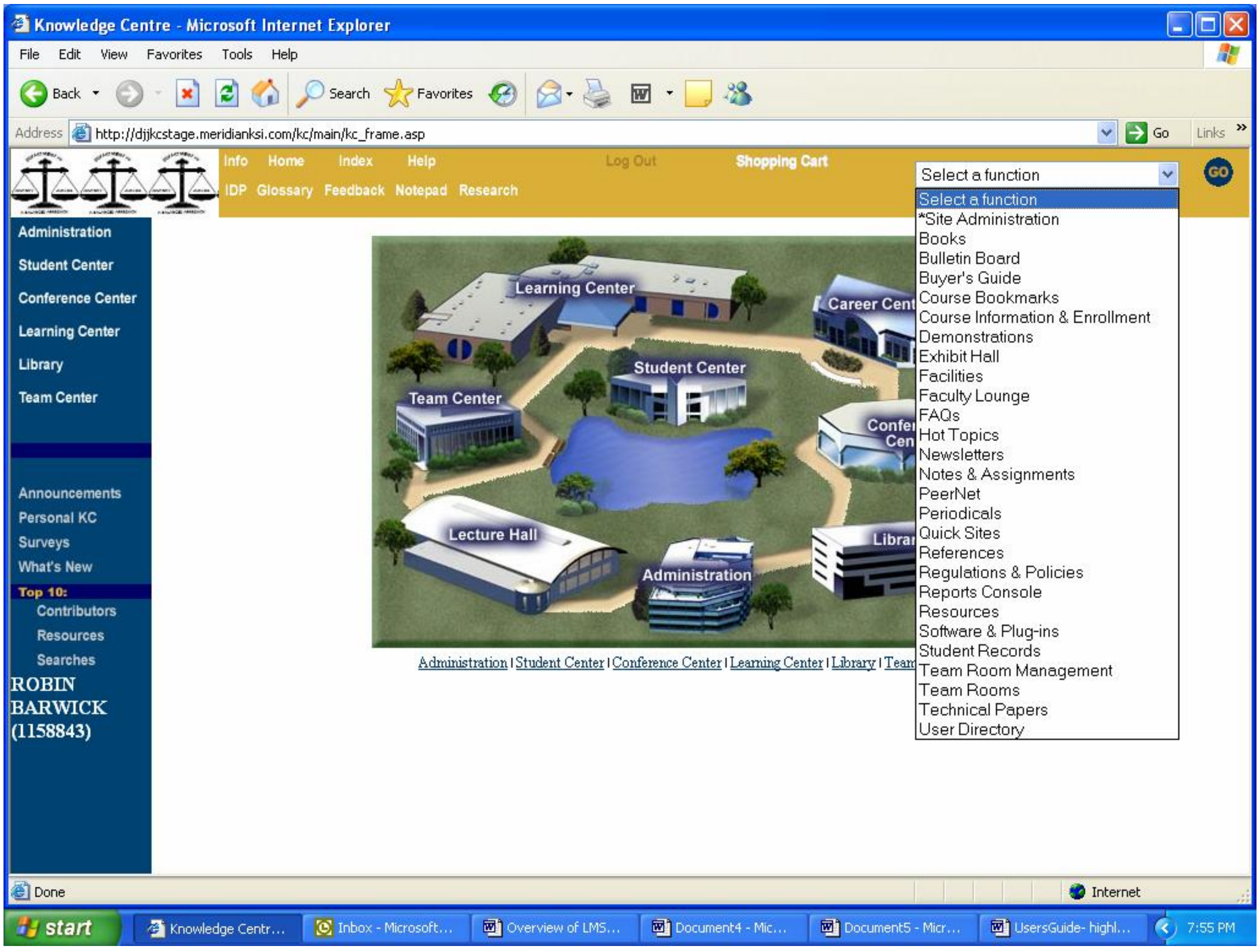
Figure 7

To access any one of these functions, perform the following steps:

1. Move cursor over the graphic icon. The active icon changes color.
2. Click the icon.

The Top Toolbar contains a drop-down list box that enables you to jump directly to a function without having to go through the building interface. See Figure 8.

Figure 8



To ***Select*** a function, perform the following steps:

3. Click the down-arrow to activate the box.
4. Click on the desired function.
5. Click . ***Note***: *This step exists for sites enabled for Web Accessibility. If a Go button is not visible, the selected function automatically appears.*

Other Toolbar Functions:

Info:

Clicking the Info icon displays the Department's Mission and information about the administrators of the Site, including contact information.

Home:

Clicking the Home icon displays the Campus Map. As mentioned earlier, the site is built around the graphical illustration of a campus map. You can return to the Campus Map any time from any where in the site by clicking this link.

<u>Index:</u>

Clicking the Index icon displays an overview of the site organization alphabetized by building, then function. The name of each building and function is a link to that location in the site.

<u>IDP:</u>

Clicking the IDP icon displays your Individual Development Plan (IDP). The IDP provides you with a roadmap for skill acquisition. It also serves as documentation of skills acquired through the courses taken and maps you to available training. ***DJJ does not currently have Individual Development Plans.***

<u>Glossary:</u>

Clicking the Glossary icon opens a separate window that displays a searchable list of terms that are associated with the site and/or with the online courses.

The Glossary is a tool for students to search key terms and industry vocabulary for standard definitions and descriptions.

To use the Glossary, click the letter link. A list of terms alphabetically matching that letter is returned below.

To ***Search*** the Glossary, perform the following steps:

1. Click **Search**. An option selection box appears on the left.
2. Enter search text in the Search text box.
3. Select either the “containing” or “beginning with” option buttons.
4. Click Search. The results display in a frame below.

[Data for the Glossary will be added in 2006]

<u>Feedback:</u>

Clicking the Feedback icon opens a new window and displays a form that enables you to send an e-mail to a site administrator from any location within the Site. Your location within the site is automatically included in the subject of the e-mail.
To ***Send*** a feedback e-mail, perform the following steps:

1. Type your suggestion or comment in the Message field.
2. Click Send. The message is sent to a site administrator and the window automatically closes.

<u>Notepad:</u>

Clicking the Notepad icon opens a new window and displays an online note-taking tool that allows you to add, edit, delete, and read notes from anywhere in the site.

Clicking displays more information about the note.

Existing notes are automatically displayed when you access Notepad. You can change the order of the notes by clicking **Sort by Date** to display the most recent note first, or **Sort by Name** to display notes sorted by subject line alphabetically.

When a new note is added to the learner's notepad, the site location and the current date are automatically saved as part of the note, allowing you to return to that location easily and quickly.

To ***Add*** a note to Notepad, perform the following steps:

1. Click **Add new note**. The Add Note Content form displays in the right frame.
2. Enter a Subject title in the subject field.
3. Enter text in the Note field.
4. Click Add.

To ***Edit*** a note in Notepad, perform the following steps:

1. Click. The Notepad notes form with the current data displays.
2. Select the field for the item(s) you wish to edit.
3. Make edits to the appropriate fields.
4. Click Update to change the information.

To ***Delete*** a note in Notepad, perform the following steps:

1. Click.
2. Click OK to confirm your choice to delete your notepad notes, ***or***
   Click Cancel to exit the function without deleting the notepad notes.

Research Assistant:

Clicking the Research icon displays Research Assistant, which allows you to search all content in the site using keywords.

To ***Search*** the Research Assistant, perform the following steps:

1. Click the Research icon. The Research Assistant page displays.
2. Select a Topic from the drop-down list box, if desired. If selected, you only see content that is grouped by topic. To see all content, select "All."
3. Select a Search Option (All Words, Any Words, Exact Phrase, or Boolean).
4. Enter a keyword to search.
5. Select a Sort Option (Name, Content Rating or Content Type). When sorting by Content Rating the results page is sorted from highest to lowest rating. Non-rated content is displayed after rated content.
6. Click Search. The results display in a frame below, 10 items at a time.
7. If more than 10 items are returned, use the number links or the first, previous, next, and last links to page through the results.
8. Click for information on a specific item. Information displays on the right of the page.

9. If the title of the item is a link, click it to open the content item in a new window.

Help:

Clicking the Help icon opens a separate window containing information about the functions, features, and navigation of the site. The Help function is context sensitive, meaning that it knows where you are in the site and automatically provides help information for the building that you are currently in.

To ***View*** Help ***by Building***, perform the following steps:

1. Click **by Building**.
2. Click the name of the building you want information about from the resulting alphabetical list of buildings. A description of the building and the functions within that building are displayed on the right.

To ***View*** Help ***by Function***, perform the following steps:

1. Click **by Function**.
2. From the resulting alphabetical list of functions, click the name of the function you want would like information about. A description of the function and the building that houses it display on the right.

To ***View*** Help ***by Keywords***, perform the following steps:

1. Click **by Keywords**.
2. Enter a keyword or phrase and click Display. All of the functions that contain that keyword and a description of each function and the building that houses it displays on the right.

Log Out:

This function allows you to log out of the site. When you click this, the Login Page displays again and you will have to enter your Login ID and Password to access the site again.

Side Toolbar:

The side toolbar is always available to you from anywhere in the site. It contains links to all buildings as well as several other functions:

Announcements:

Announcements are current bulletins or important communications intended for all users. Content or Site Administrators add announcements to the site as a means of making information available to all users of the site at once. **[View these often for Special Updates]**.

To ***View*** Announcements, perform the following steps:

1. Click the Announcement icon. A list of announcements displays including title, date, time posted, and the announcement.
2. If the title is a link, click the title to display additional information.

Personal KC:

The Personal KC page is a single point of access to personal training and development information. It contains the following topical areas:

- **Individual Development Plan** – Not Available
- **Transcript** –Student Transcript is a shortcut link to your training record, which lists courses you have accessed and completed within the Knowledge Center.
- **Course Bookmarks – not currently working**
- **Personal Learning Plan -** This is a list courses that you have registered for (not completed). These are displayed on the Personal KC home page.
- **Shortcuts** – The Shortcuts tab displays user-added links known as shortcuts. Shortcuts can be any content element of the site that you have chosen to create a shortcut link to on your Personal KC page.
- **Search History** – Search History displays a listing of your five most recent searches. The listing displays the function you were in when you conducted the search, the keyword and search type, as well as the topic and category used in your search criteria. The display also lists the number of items returned from that search query. Clicking **View Results** brings you to that function and displays the results as if you had just run the query. **Note:** Search History only includes searches that included a keyword and that displayed at least one record.
- **My Peers** –My Peers is a listing of shortcut links to people in the site that you have chosen as Peers. This helps you locate information about people in your site in a specific discipline, field of study, or Community of Practice (CoP). A community of practice (CoP) is a group of people that share a common vital interest and have committed to working together to build a collective knowledge base around that interest. You can add any registered user of the Knowledge Center to your Peers by searching in PeerNet. **The site for adding peers will open in the spring** :
- **User Interface** – Not Used at this Time

Surveys:

Surveys are online questionnaires for soliciting user information or feedback about various subjects. **[No Surveys are currently available]**

What's New:

The "What's New" function displays information about new content that has been added since the last time you logged into the site.

Content information is displayed in a list containing the title and the date the content item was added. The items also contain a link on the contributor's name that accesses an e-mail function to communicate directly with that person.

Note*: Date is the date the content was added to the site - the date for content that has been updated is not reflected in any list or search results.*

Each item also displays links to either view more information about the content or view the content item itself.

Top Ten Contributors:

Another feature of the site is the ability to view a list of the top ten contributors of content to the site. This helps you locate content added by users who contribute often.

Top Ten Resources:

The Top Ten Resources function displays content that has been accessed frequently by other users in the site. The more it has been accessed, the higher it is ranked as a resource. This ranking is not based on ratings or comments that you or other users can add about content; ratings and comments provide an additional way to rate the content and further define for others the content's usefulness.

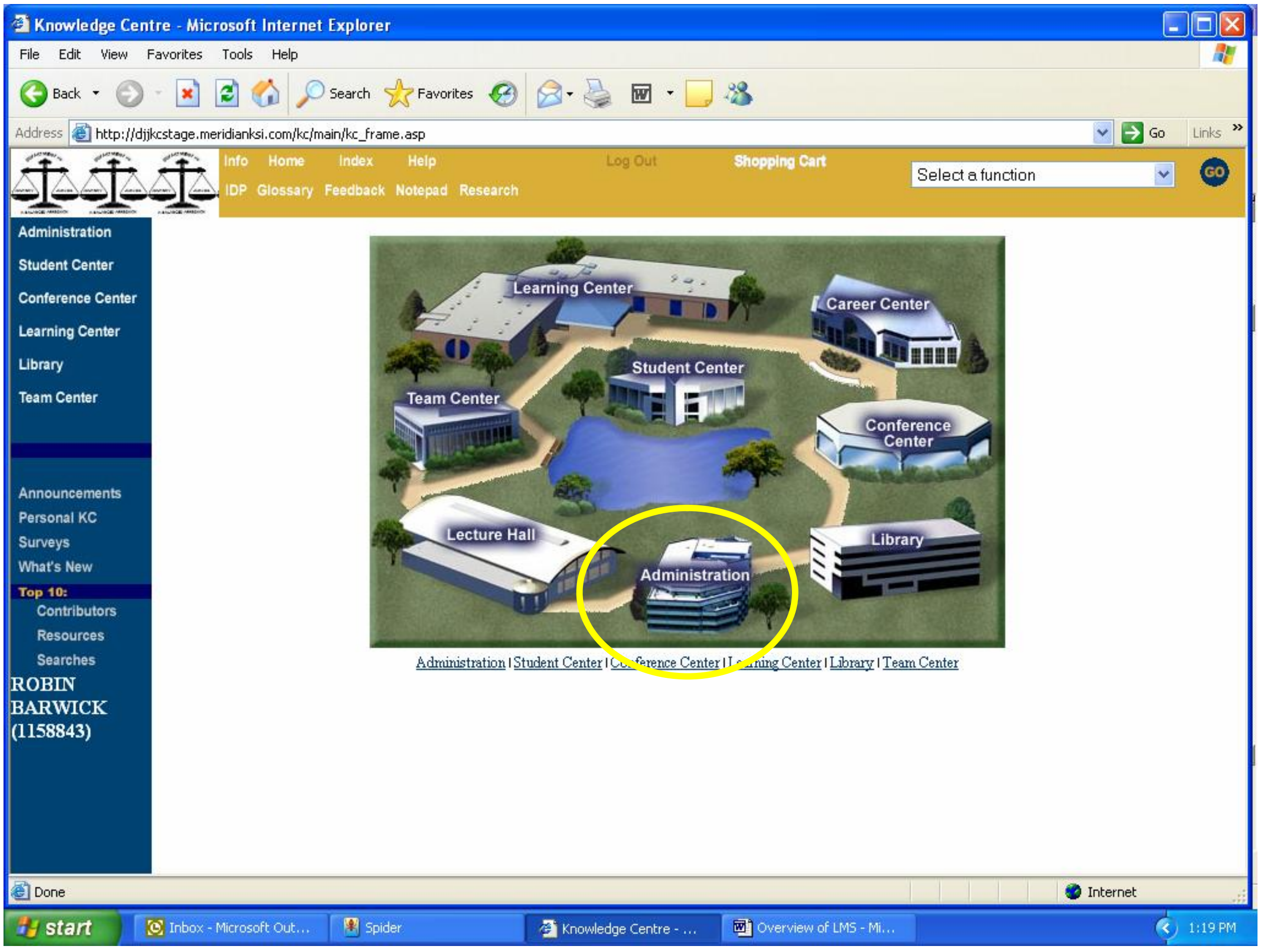
Top Ten Searches:

Another feature for locating useful information is the Top Ten searches. The top ten searches allow you to view a list about the results of the most often-run queries executed by users of the site. From this list, you can see information about which queries have been run the most often and what functions and keywords were used in those queries. Other search criteria are included in the list such as search type and category (where applicable). A link is also provided to let you view the results of the query.

Entering the Campus:

While looking at the virtual campus map, click on the Administration Building. This will take you to the Administration lobby where specific icons are present and selectable.

Figure 9



<u>Administration:</u>

The Administration Building is the location for training related functions that are administrative in nature. Access to different functions within this building depends on the level of access you have been given as a user.

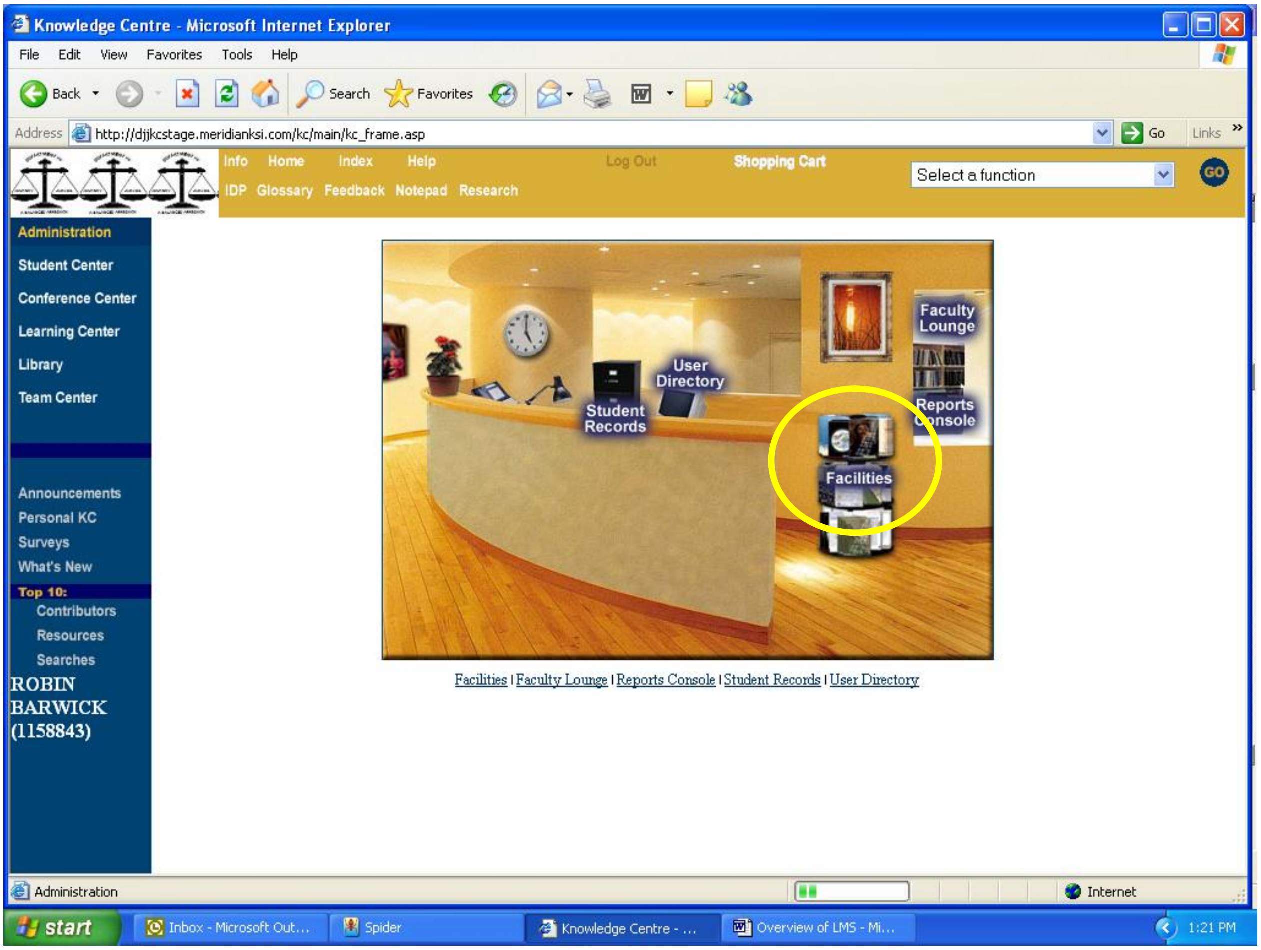
The Administration building provides general information available to all users such as individual transcripts, user profile maintenance, training facilities, and a user directory.
It also contains features such as course management, content management, and training records that are not available to all users. You will only see the functions that you have rights to access.

The Administration building houses the following functions:

- Facilities
- Faculty Lounge (course and content management)
- Student Records (individual user profile and transcript)
- User Directory

Left-click on the Facilities icon:

Figure 10

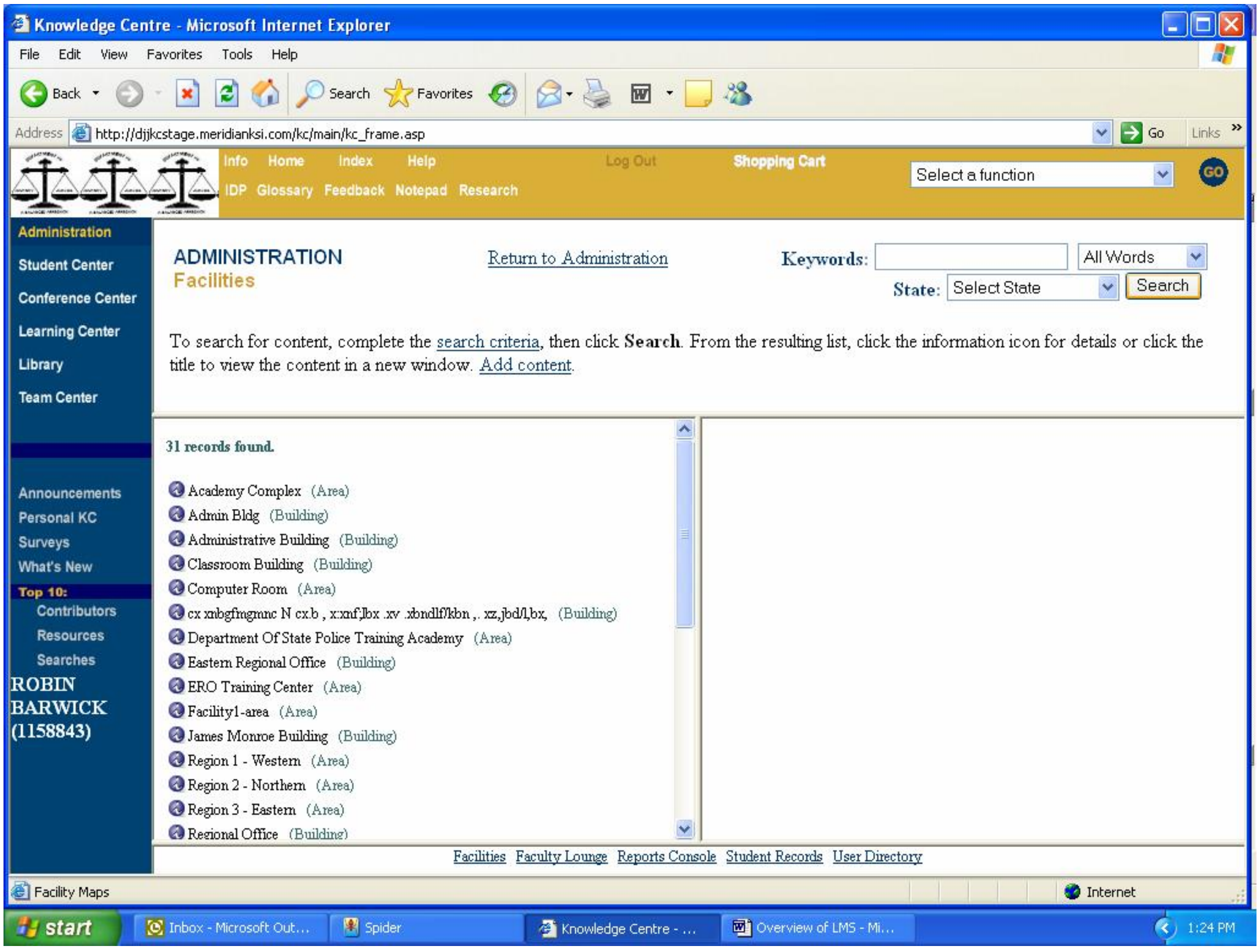


Facilities:

The Facilities icon provides information on training centers, including addresses, directions, maps, equipment, and contact information. To Search:

1. Enter a keyword or leave it blank to view all. If there is no keyword textbox, the results have automatically displayed below. Continue to step 4.
2. Select a State from the drop-down down list box. – **Select Virginia**
3. Click Search to see a list of training facilities in that area.
4. Click . Additional information displays on the right.
5. Click on the links under the facility name to open a window that displays more information.

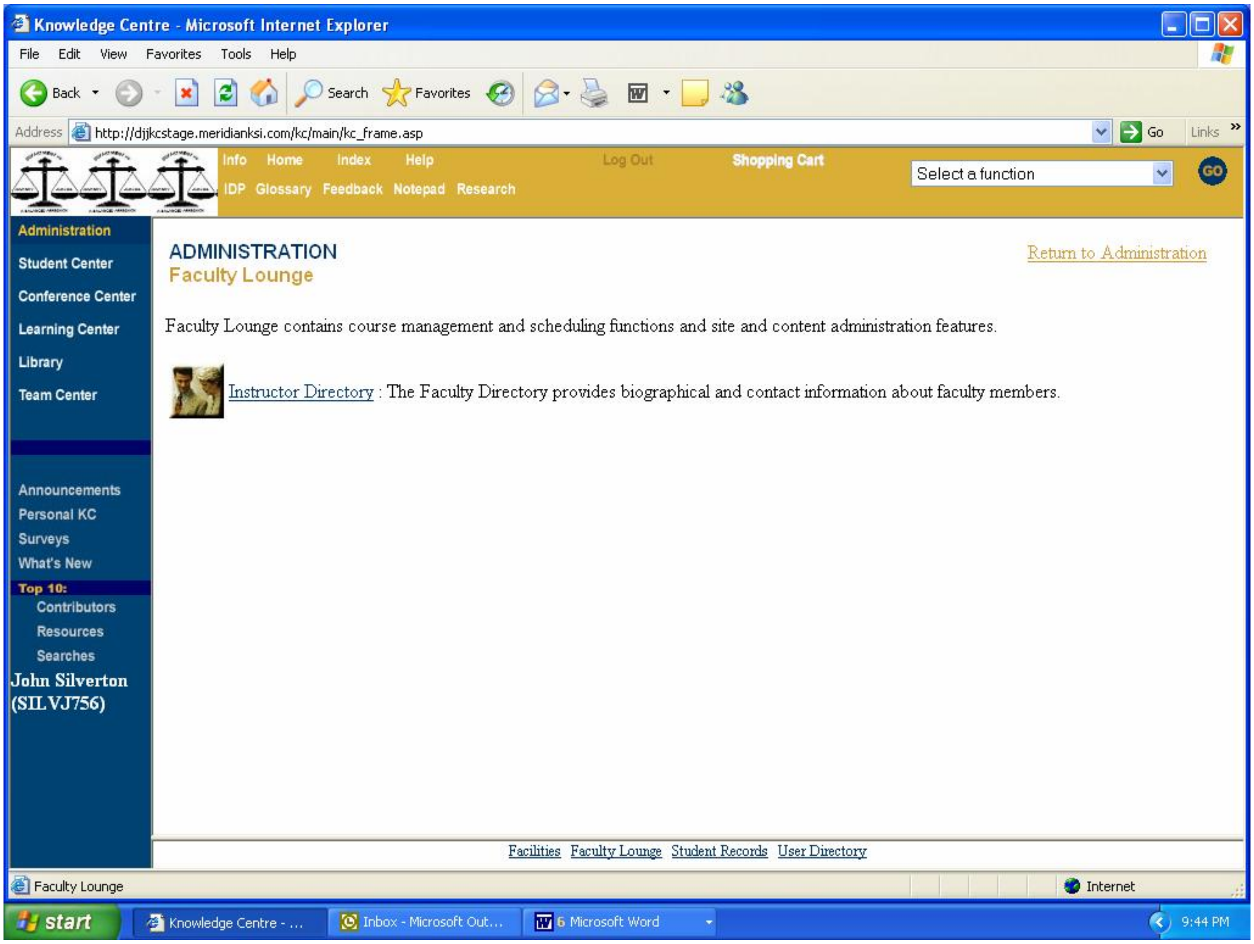
Figure 11



Faculty Lounge:

The Facility Lounge icon is located in the Administration Building Lobby. The majority of the Lounge requires special access and is the location that faculty members and content administrators manage courses, administer classroom course sections, review survey statistics, and manage the entire site content. General Users do have access to the Instructor Directory as seen in Figure 12.

Figure 12



➢ **Instructor Directory:**

The Instructor Directory provides biographical and contact information about faculty members.

To ***Access*** the Instructor Directory, perform the following steps:

1. Click the **<u>Instructor Directory</u>** link or graphic icon. The Instructor Directory search frame displays.
2. Enter all or part of a person's last name or leave it blank to view all.
3. Click Search. The results display below.
4. Click  to view information about the instructor, including a link to send them e-mail.

<u>Note:</u> Instructor information is also available in the Administration Building in the User Directory. A selection is available to search for a user or an instructor.

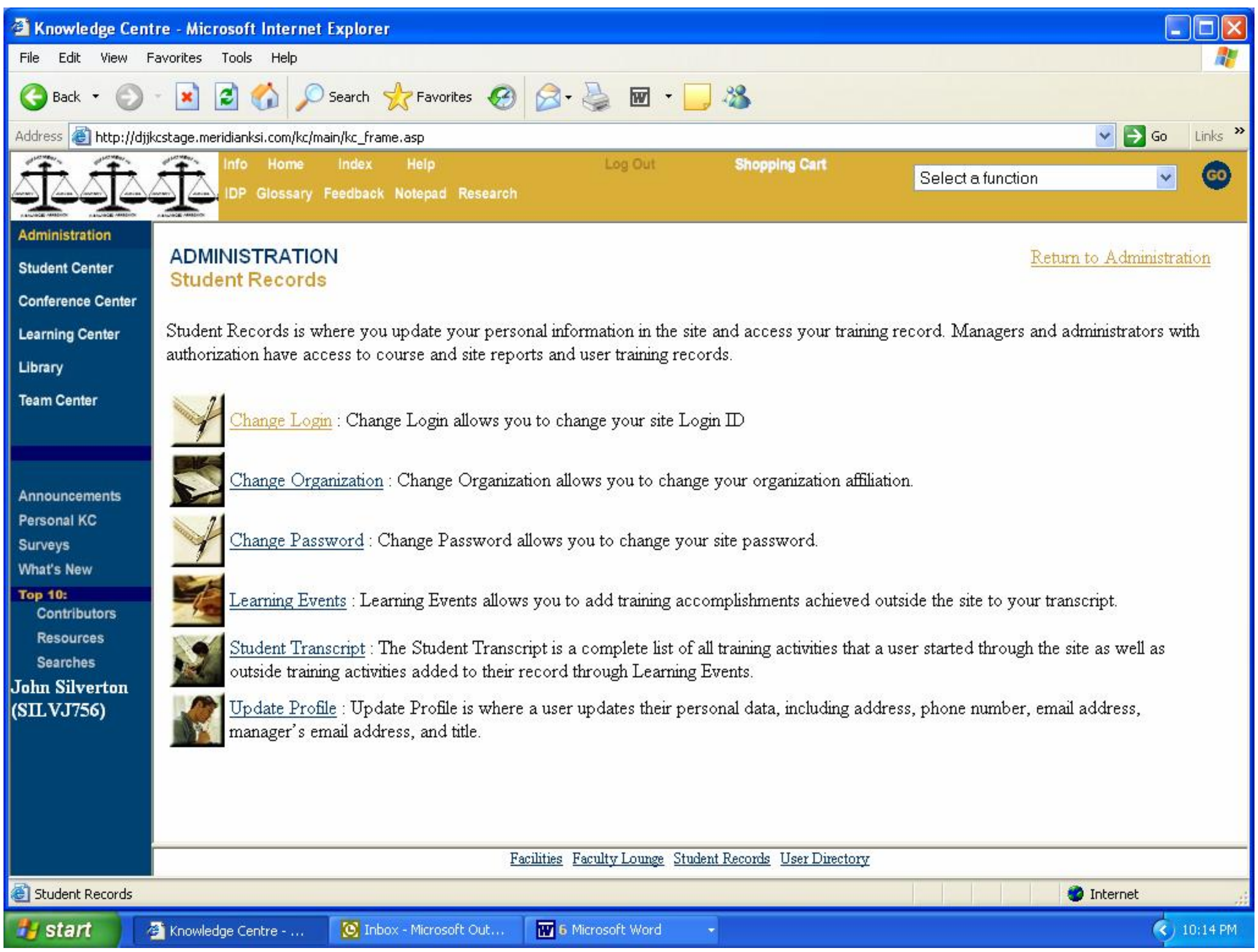
Reports Console:

The Reports Console enables users to access all of the standard reports and search links from a central location. Access to the Reports Console is permissions-driven, so that users will only be able to see the reports that are available through their designated permissions group. **[Reports Console is currently unavailable. Training on this Console for managers will begin in the spring.]**

Student Records:

As seen in Figure 13, Student Records is a user's access to their personnel and training information. From here, a user can update their profile, review their training record (transcript), add additional learning events to their transcript, change their site login or password, and change their organization.

Figure 13



- **Change Login:**

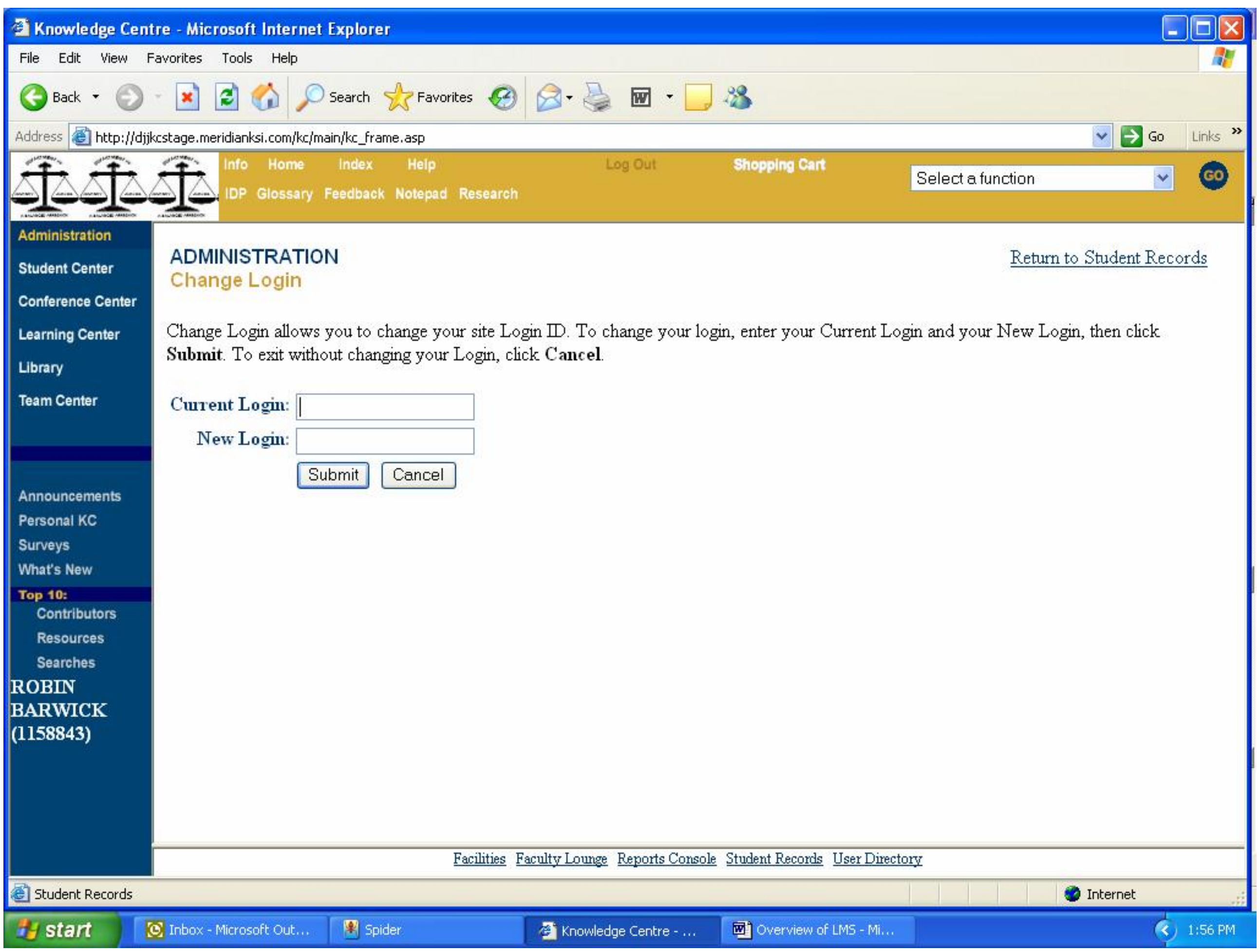
Change Login allows a user to change their site Login ID. Your Login ID is your unique identifier used for access to the site. You may change your Login ID at anytime. This will not affect your information, site activity, or training record.

To ***Change*** your Login ID, perform the following steps:

1. Click Change Login. [Shown in Figure 13]
2. Enter your current login in the Current Login field. [Figure 14]
3. Enter a new login in the New Login field.
4. Click Submit to change your login ID, ***or***
   Click Cancel to exit without changing your login ID.

Once you change your Login ID, the change is effective the next time you enter the site

Figure 14



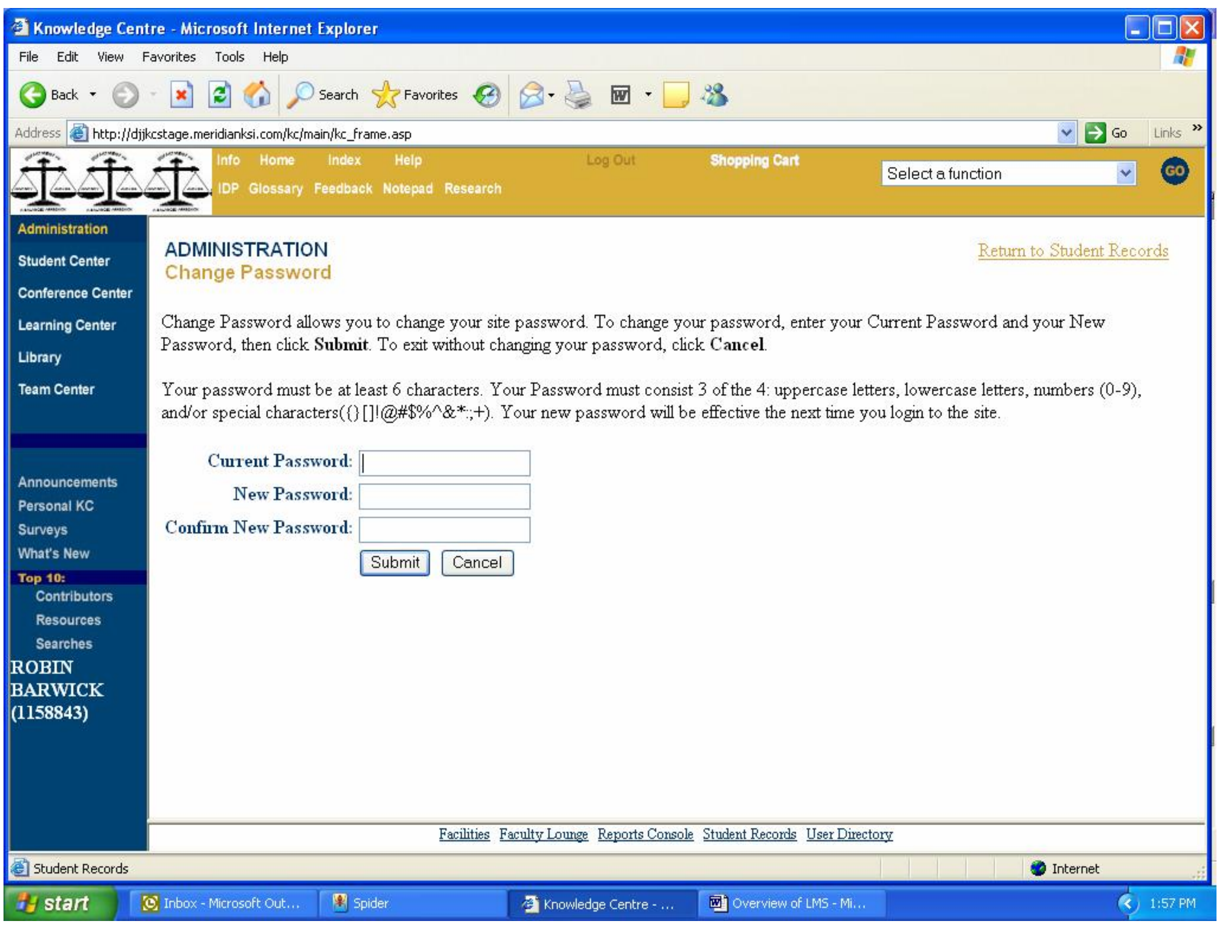
- **Change Organization:** Change Organization is a Site Administrator function.

- **Change Password:**

  Change Password allows a user to change their site password at any time. Your password is verified against your Login ID to allow secure access to Site functions: Click <u>Change Password</u> as seen in Figure 13

1. Enter your current password in the Current Password field. [Figure 15]
2. Enter a new password in the New Password field. Your Password must be at least four characters and consist of only numbers, letters, or underscores. *Passwords <u>are</u> case-sensitive.*
3. Type the new password again in the Confirm New Password field.
4. Click Submit to change your information, or
   Click Cancel to exit without changing your password.
5. Once you have changed your password, the change is effective the next time you enter the site.

Figure 15



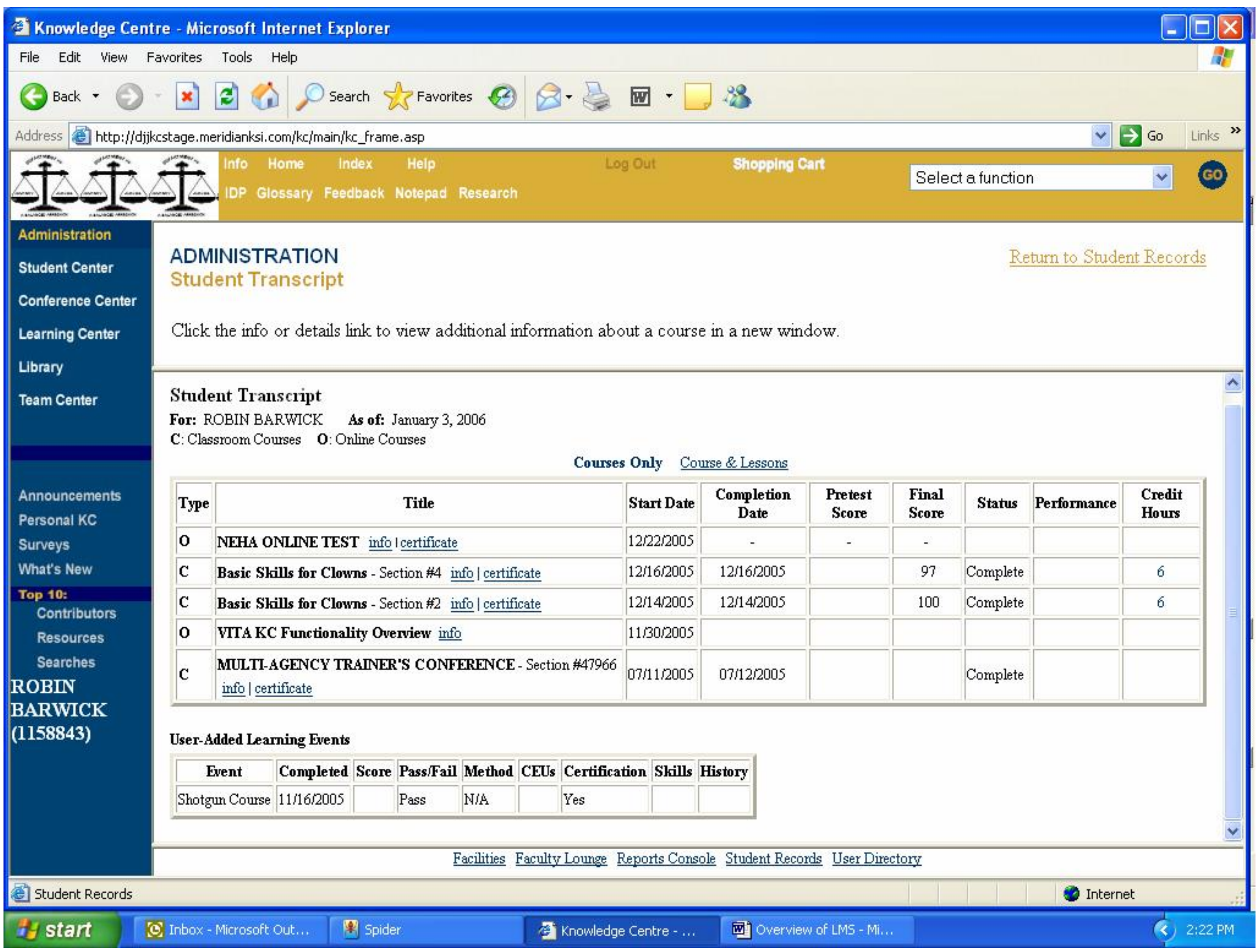
➢ **Learning Events**:

Update Learning Events is where a user adds outside training, with permission, to their transcript. These can include seminars, talks, college courses, books, etc…. **<u>This must be approved in advance by the Training Manager.</u>**

➢ **Student Transcript**:

The Student Transcript is a complete list of all training activities originating in this site as well as outside training activities added through Learning Events. When available, completion and progress data is included on the transcript. Links after each course title provide a description of the course with any detailed progress available and access to a course certificate of completion, if applicable.

Figure 16



To ***View*** and ***Print*** your Student Transcript:

1. Click **<u>Student Transcript</u>** as seen in Figure 13.
2. The next screen should reveal the courses that you have taken [Figure 16]
3. Use your browser print function to print your transcript.

- **Course Information:**

  To view information about a course listed on your transcript, click **info**. A new window opens with the course information.

- **Certificate from Transcript:**

  Some courses provide certificates of completion once you have completed the course. The titles of these courses are displayed as links.

  To ***View*** and ***Print*** your certificate, perform the following steps:

  1. Click **certificate**. The certificate displays in a new window.
  2. Click on the frame that contains your certificate.
  3. Use your browser's print function to print your certificate.

- **Course and Curriculum Details:**

  Some courses and all curriculums have a link to details. Course details vary from course to course, and include information on progress and status in smaller units of the course. Curriculum details include a summary of progress for each course in the curriculum.

- **Update Profile:**

When you first registered, you created your User Profile. Update Profile is where a user updates their personal data, including address, phone number, e-mail address, manager's e-mail address, and title.

1. To **Update**: Click **Update Profile** as seen in Figure 13.
2. Change your profile by typing over the information in the field(s) that you wish to change. *All required fields are marked with an *asterisk.* [Figure 17]
3. Select which User Interface you would like to use for the main page. **[Not allowed at this time**
4. Check "Send me updates and notification of content changes at this e-mail address." if you would like to receive updates periodically.
5. Check "Make this information available to others in the User Directory." if you would like other users to view your contact information.
6. Click Submit to change your information, or Click Reset to clear new data entered and not change your profile, or Click Cancel to exit without editing your profile.

Figure 17

Please verify the following information is correct. If you feel there is an error, please contact your Domain Administrator.

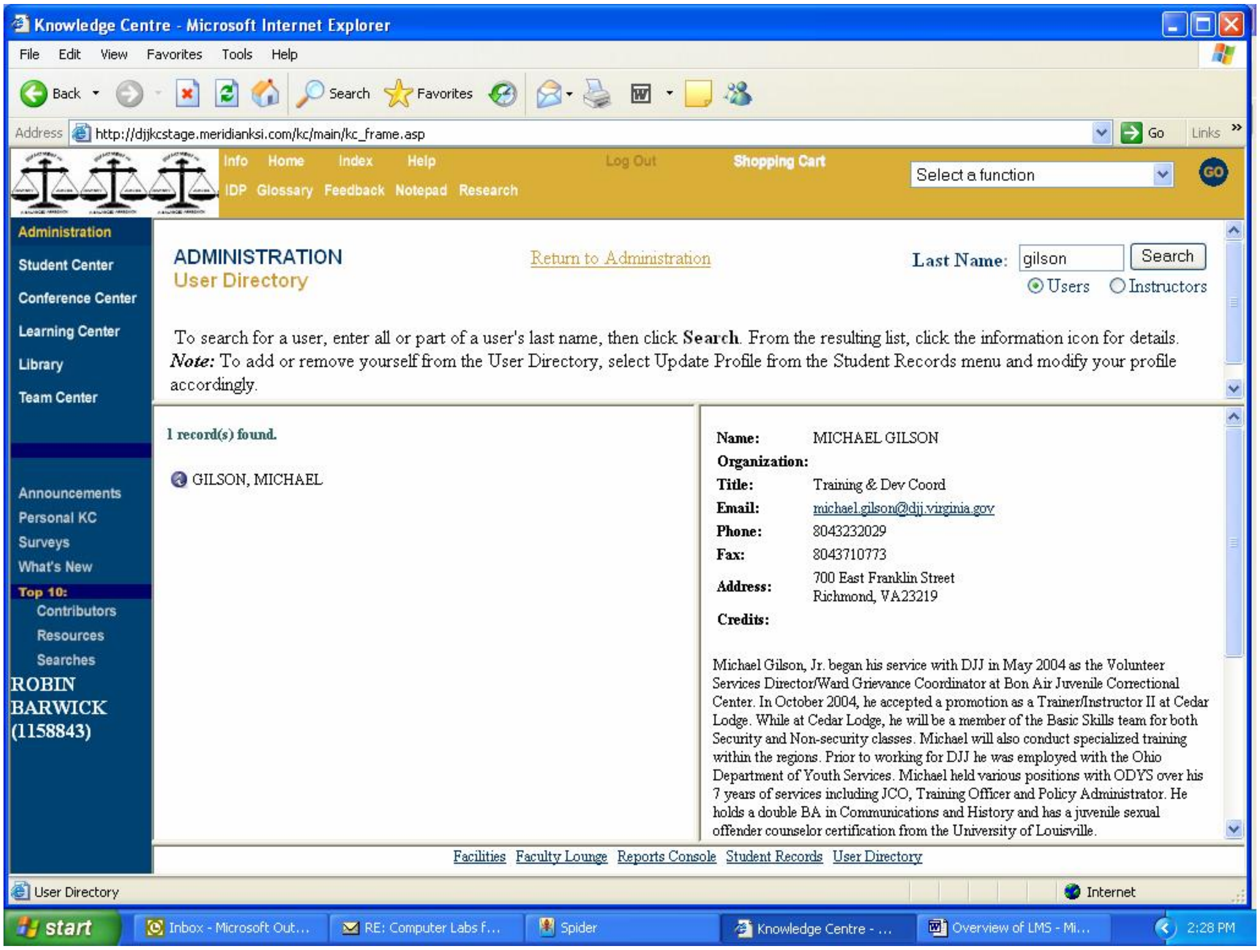
Employee ID Number	**:**	1234567
Last Name	**:**	DOE
First Name	**:**	JANE
Middle Initial	**:**	A
Name Suffix	**:**	
Email Address	**:**	jane.doe@djj.virginia.gov
Registrant Classification:	**:**	Classified
Phone	**:**	8045552004
Organization:	**:**	HUMAN RESOURCES
Fax	**:**	8043710773
Working Title	**:**	Training & Dev Coord
Disability (for proper housing assignment)	**:**	N/A
Manager's Name	**:**	CINDY DOE
Manager's Email	**:**	cindy.doe@djj.virginia.gov
E-Mail Copy	**:**	
Agency Name	**:**	Dept of Juvenile Justice
Qualifications	**:**	
	Update Fields	

User Directory:

The User Directory is a list of all users and instructors, registered with the site, who have selected to make their contact information available. Type in part of a last name and select either users or faculty as an option to search.

1. Click the **User Directory** link or graphic icon as shown in Figure 13.
2. Enter all or part of the last name of the person you want to search in the Last Name field.
3. Select an option button (either Users or Faculty).
4. Click Search. A list of records displays in the frame below.
3. Click to view user information. [A profile, as reflected in Figure 18, will display with the users information.
4. To send an e-mail to the user, click the e-mail address link. An E-mail Content form opens in a new window.
5. Enter a subject and message.
6. Click Send to send the message to the recipient, ***or*** Click Reset to clear the information in all fields, ***or*** Click Cancel to exit without sending your e-mail.

Figure 18

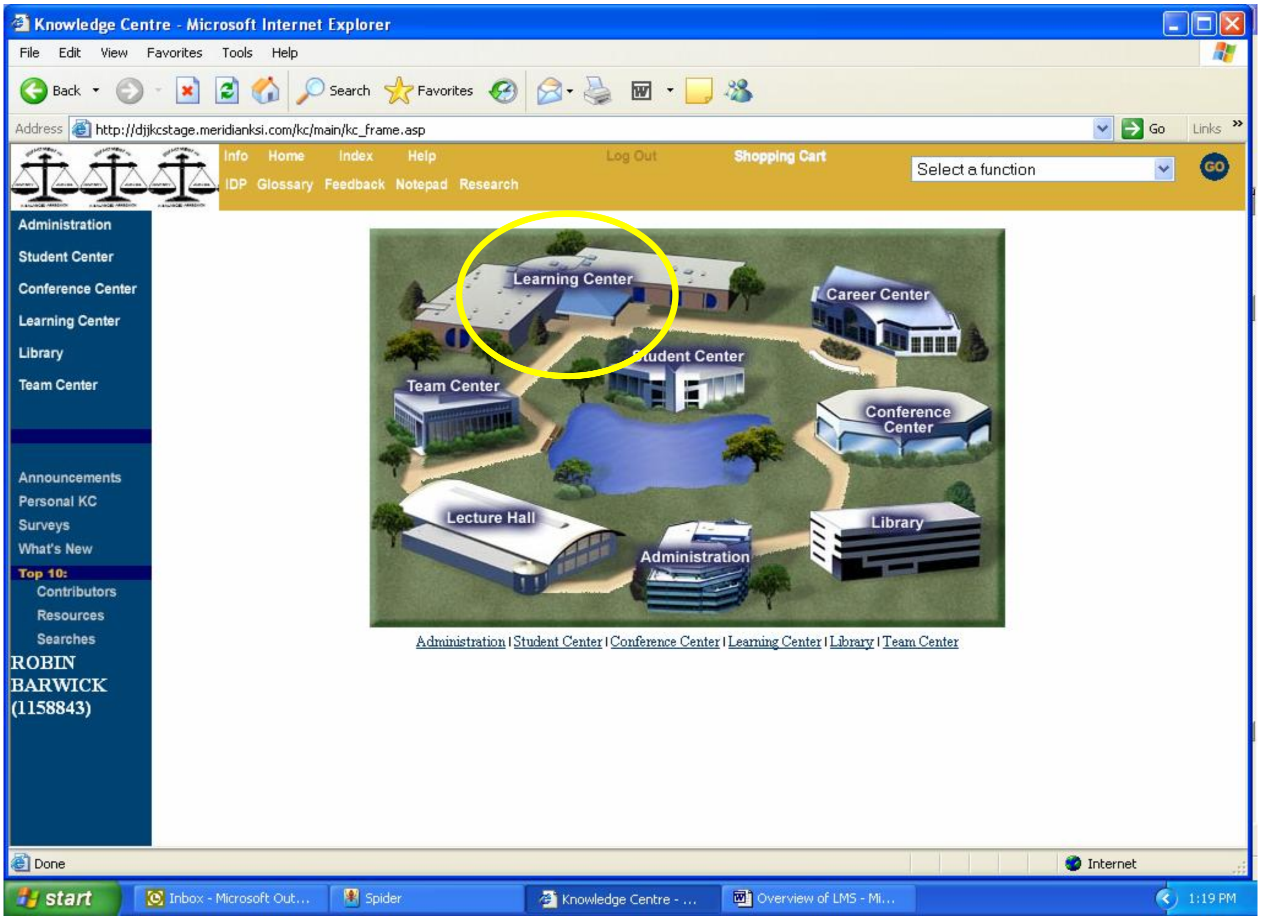


This is a good quick reference for contact information. Figure 18 shows what all personal profiles will look like in the system.

The Learning Center:

Click on the Learning Center icon on the Home page (Figure 19). This will take you to the Center Lobby.

Figure 19

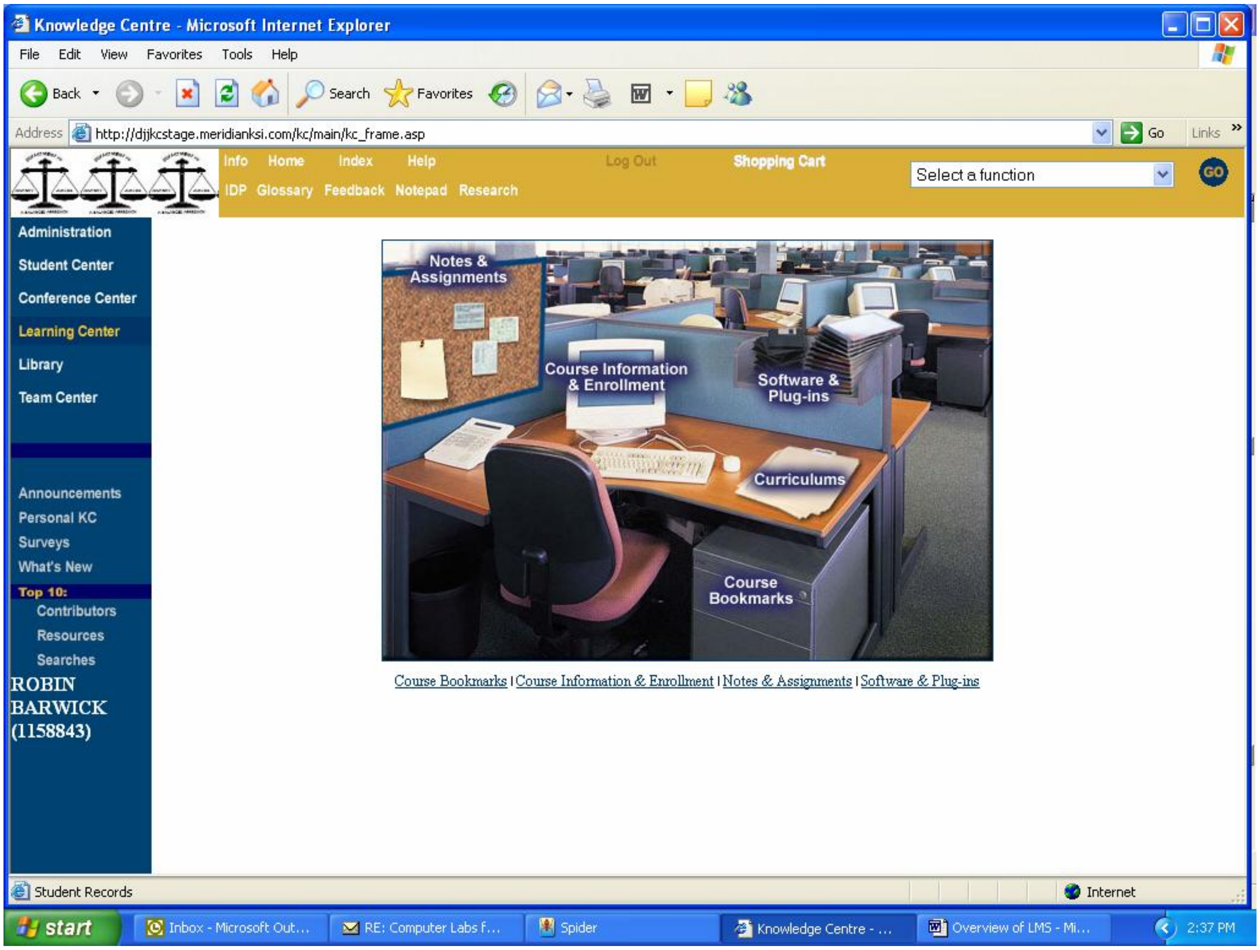


The Learning Center serves as a base for many different functions. These functions may include a course catalogue, a schedule of pending sessions, links to external training providers, student enrollment, and training administration and trainer functions.
This building hosts the following functions:

- Course Bookmarks
- Course Information & Enrollment
- Curricula
- Notes & Assignments
- Software & Plug-ins

The Learning Center Lobby is shown in Figure 20. The Lobby houses the following:

Figure 20



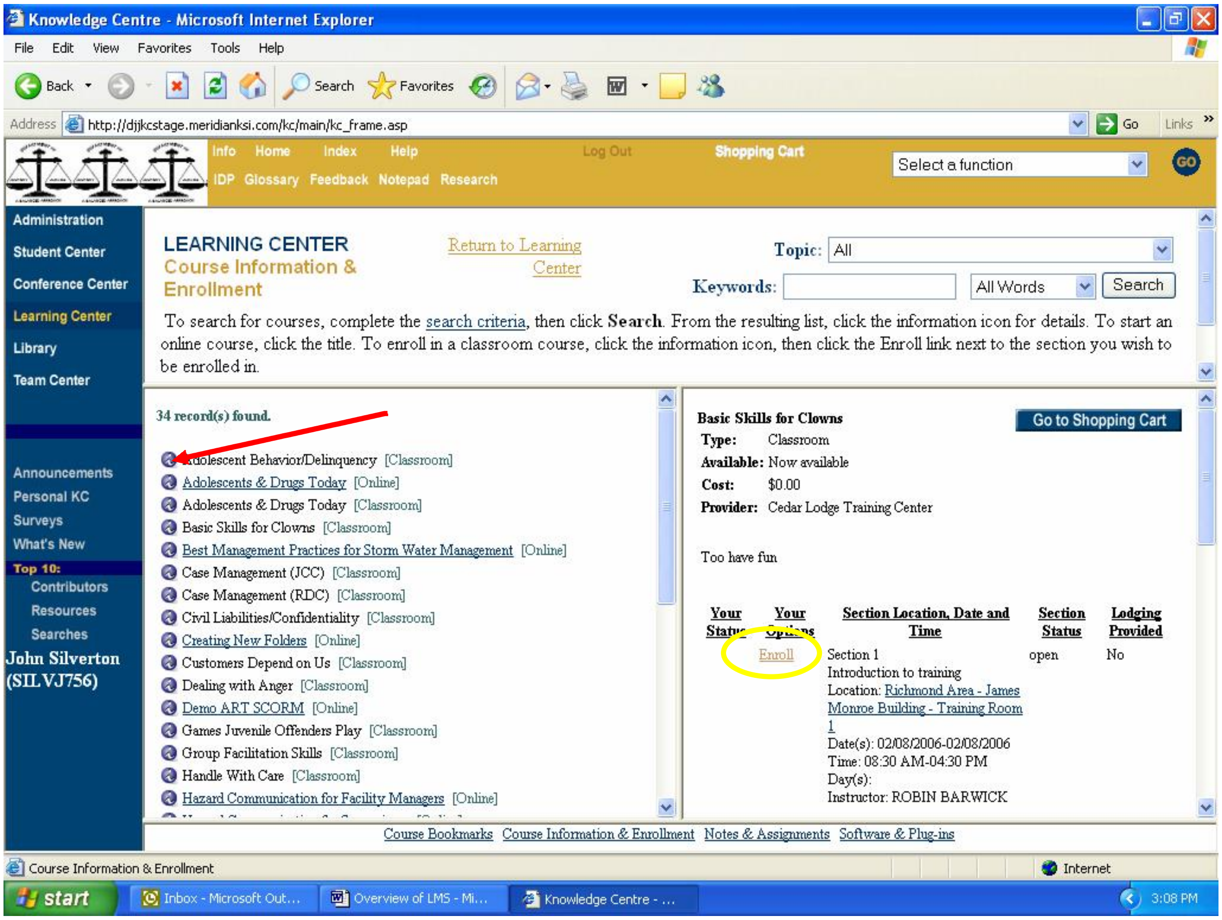
Course Information & Enrollment:

The Course Information and Enrollment serves as a course catalogue that you can search for courses by topic or keyword. Once a list of specific courses is generated, you can read a summary of the course, take the course, enroll in the course if it is classroom based, or cancel enrollment in the course if you have already enrolled in it. At the end of most courses, you must take a test to see if all learning objectives were accomplished. Upon completion of the test, you can print out a certificate proving completion of the course, look at the feedback including correct answers and explanations, or retake the test if you wish. A certificate of completion is only available if you have passed the test or your transcript indicates you have completed the course.

To ***Search for courses***, perform the following steps:

1. Click the **Course Information & Enrollment** link or graphic icon shown in Figure 20.
2. Select a topic from the drop-down list box to view courses for that topic. Select All to return courses from all topics.
3. Enter a keyword to search or leave it blank to view all.
4. Select a Search Option (All Words, Any Words, Exact Phrase, or Boolean).
5. Click Search. The results display in Figure 21

Figure 21



6. Click to see more information about specific courses. The info button provides an overview and important information for classroom-based courses or for self-paced courses, as shown on the right side of Figure 21. You can also access a specific self-paced course by clicking on the title link of the course you wish to take. Self-paced or Classroom Course types are enclosed in brackets [course type] after the course title.

Enroll in a Classroom Course Section:

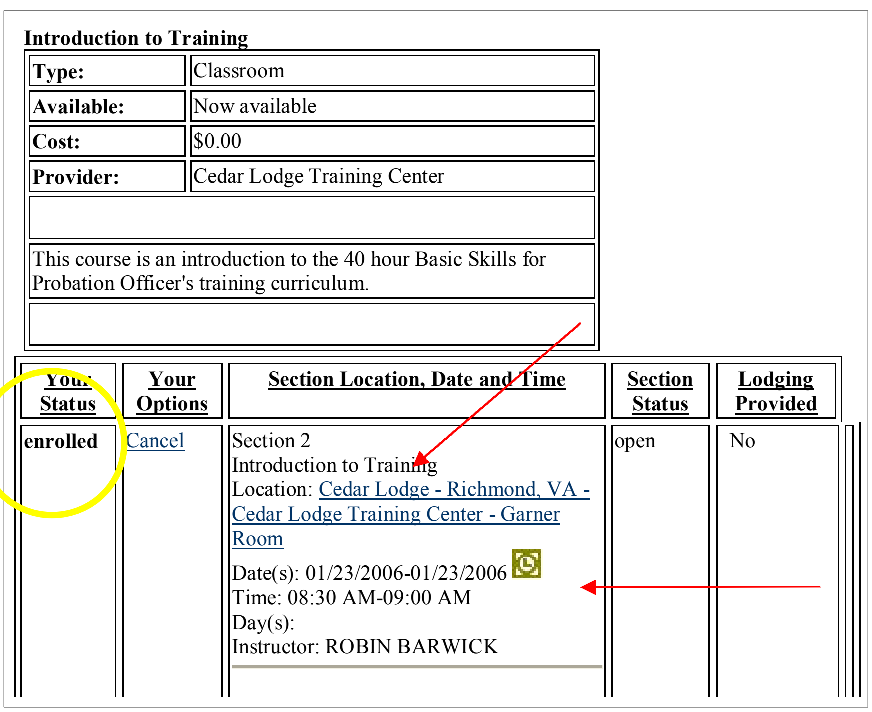
The site enables you to enroll in classroom courses. Upon enrollment, you are immediately added to the roster, and you will receive any communications sent by the section instructor. In addition, if Notes and Assignments have been established for the section, you have immediate access to them

To ***Enroll*** in a Course, perform the following steps: (Steps 1 – 6 are the same as searching for a class)

1. Click the **Course Information & Enrollment** link or graphic icon.
2. Select a topic from the drop-down list box to view classroom courses for that topic. Select All to return classroom courses from all topics.
3. Select a Search Option (All Words, Any Words, Exact Phrase, or Boolean).
4. Enter a keyword to search or leave it blank to view all.
5. Click Search. The results display below.
6. Click . Additional information displays on the right.
7. Click the **Enroll** link to enroll in an open section [Figure 22], ***or*** Click the **Waitlist** link to waitlist yourself in a full section, ***or*** Click the **Cancel** link to cancel your enrollment in a section and remove yourself from the roster, ***or*** Click the **Cancel Waitlist** link to cancel your waitlist status. **If more than one section is shown, you can use the same options above with any of the sections shown.**
8. In each of the above cases, a confirmation window appears.
9. Click OK to complete the option and change your enrollment status, ***or*** Click Cancel to exit without affecting your enrollment status

If you have not cancelled, you can see your course status when you click on Personal KC on the Side Toolbar.

Figure 22



As shown in Figure 22, when you click , information about a classroom course displays, including the course name and synopsis, plus detailed section information such as:

- Your Status – Your status in the section: enrolled or waitlisted
- Your Options – What you can do for that section: enroll, waitlist, cancel enrollment
- Section Location, Date, and Time – Where and when the section is held
- Section Status – Section availability: open (can enroll) or full (can waitlist, if that section permits waitlisting)

➢ **Waitlist Feature:**

The Waitlist function allows you to be placed on a waitlist when the enrollment capacity of a classroom course section has reached its maximum. This feature allows you to:

- Be waitlisted in multiple sections
- Have your waitlisted enrollments cancelled if you enroll in another section of the same course
- Enroll in another section of the same course if the end date of a section you are enrolled in has passed
- Be sent an e-mail from the course owner when:
- you are waitlisted
- you are automatically enrolled in a section from the waitlist
- Be automatically enrolled in a section on a first come, first served basis. Space can become available if: another user cancels enrollment or the course owner increases the capacity in the course

Note: *The course owner may lower the capacity of the course; however, if the number of enrolled students is higher than the maximum capacity, the course owner will receive an e-mail message alerting them. If the course owner decides to lower the capacity, the most recently enrolled students will be cancelled out of the course and placed at the top of the waitlist. If your enrollment is cancelled, you will be sent an e-mail notification.*

➢ **Course** Access Approval:

Certain courses may have been set up by the course owner/administrator to require approval prior to enrollment. This is referred to as Course Access Approval. When you review the course information (by clicking the Info icon) for an online or classroom course that requires enrollment approval, the following message is displayed below the course information:

Enrollment in this course requires approval. You will receive an e-mail when you have been granted or denied access to this course. Click the Request Access to Course button to request enrollment in this course.

To request access to the course, click the Request Access to Course button [Figure 23]. A confirmation dialog box displays. Click OK to request access. An e-mail is sent to the appropriate person advising them that you have requested permission to access or enroll in the course, and the course is added to the Approval Requests section of your Transcript. The history of the request process is detailed here including request dates, actions, and explanations for access denial, if provided.

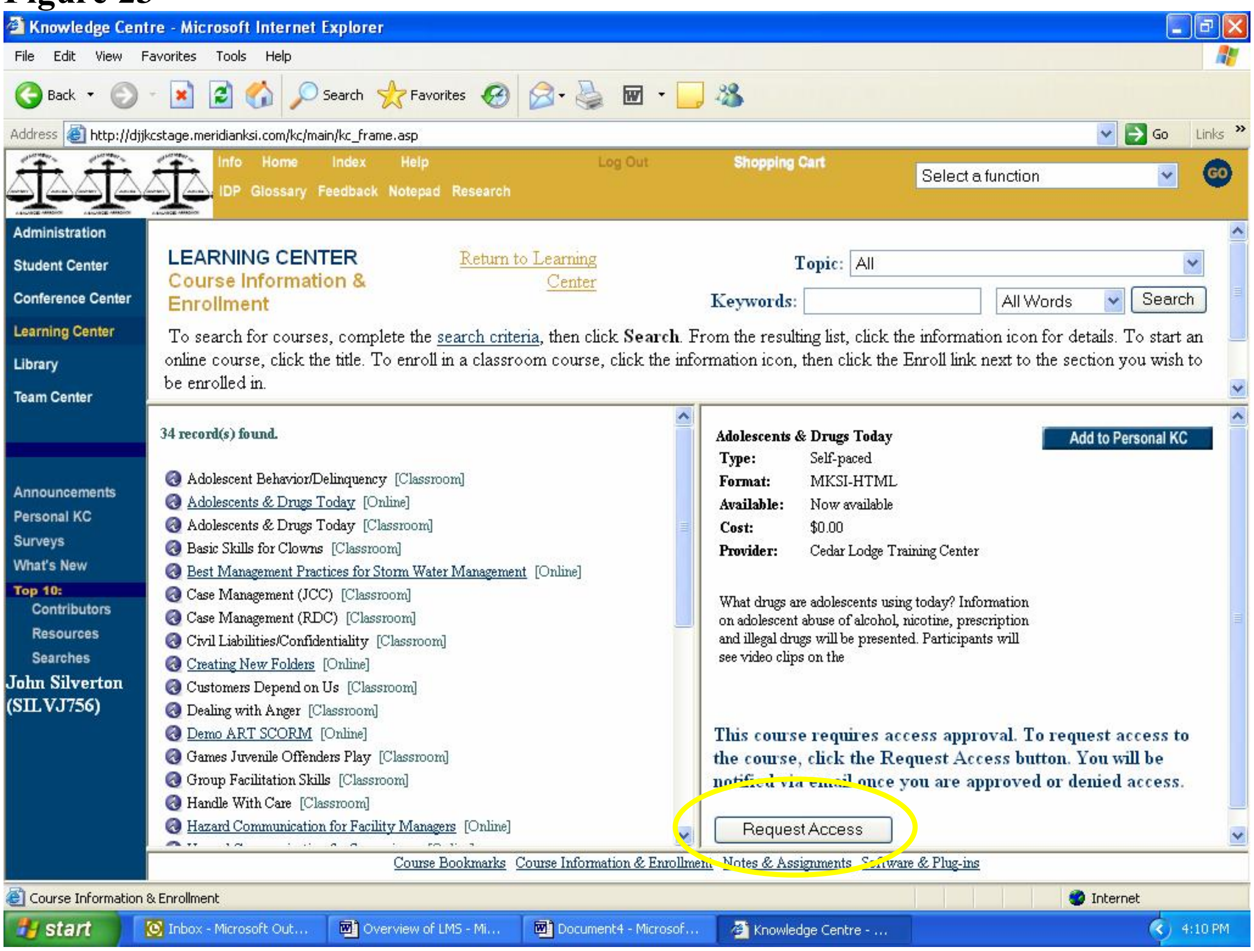
For online courses, if you select the course without accessing the course information first, the Request Access to Course button [Figure 23] will also appear on the course launch page.

The authorized administrator can grant course access, deny access, or deny access with an explanation for the denial. In any case, you and your direct manager receive e-mail notification of the authorization action and the Transcript is updated.

If approved, you can directly access the online course or, for a classroom course, enroll in a section of your choice. If approved, an online course is added to the Shortcuts section of your Personal KC. For a classroom course, you will need to return to the course listing and enroll in a section of the course. An e-mail will be sent to you and your manager, and the course will be added to your Training Schedule on your Personal KC page.

If your request is rejected, you will receive an e-mail confirming this action. If the authorized administrator provided a reason for the rejected request, this will also be included in the e-mail. If you have questions regarding the status of your access request, please contact your administrator.

Figure 23



- **Enrollment by Administrator:**

In addition to enrolling yourself in a section of a course, it is possible for you to be enrolled by another person (a manager, training administrator, etc.). If someone else enrolls you or adds you on the waitlist, you and your manager will receive an e-mail and the course/section will be added to the Training Schedule tab of your Personal KC. All of the same rules for self-enrollment apply. You can be waitlisted in several sections of the same course. Once you are enrolled in a section, you are removed from all waitlists. You cannot enroll or waitlist in another section of the same course until you cancel that enrollment. You can cancel both your enrollment and waitlist status.

Curriculum Courses:

A curriculum is a series of courses grouped together and presented to you as a single entity. It can be either linear (forced order) or non-linear (recommended order). A linear progression means that you must take the courses in the prescribed order and you cannot access the next course until you have completed the previous course. A non-linear curriculum presents the courses in a recommended order, but you can take them in any order and simultaneously. When you have completed all courses in a curriculum, you are given credit for that curriculum.

To ***enroll*** in a curriculum:

1. Click the **Curriculum** link or graphic icon as shown in Figure 20.
2. Select a topic from the drop-down list box to view curriculums for that topic. Select All to return curriculums from all topics.
3. Enter a keyword to search on or leave it blank to view all. Select a Search Option (All Words, Any Words, Exact Phrase, or Boolean).
4. Click Search. The results will display below.
5. From the resulting list, click the Info icon next to the curriculum of your choice for additional information.
6. If approval is required to access the curriculum, the same process used for classroom courses will occur. To request permission to access the curriculum, click the Request Access to Curriculum button. If approved, you can enroll in the curriculum and immediately have access to the courses.
7. If approval is not required, click **Enroll in Curriculum** to gain immediate access to the courses in the curriculum.

Once you have enrolled in the curriculum, it is added to your Transcript and your progress through courses it tracked through the curriculum as well as in the appropriate course section of the Transcript. Course availability will vary depending on whether the curriculum is linear or non-linear. You may also be able to take courses through a curriculum that you are not available to you in Course Information and Enrollment.

- **Notes & Assignments:**

The Notes and Assignments link provides information posted by the instructor for classroom courses. It includes scheduling information, assignments, additional references and resources, and instructor notes.

To ***Access*** Notes and Assignments, perform the following steps:

1. Click the Notes & Assignments link or graphic icon.
2. Click . Additional information about the course displays on the right.
3. Click the course name link to open a new window that displays the Notes and Assignments for the section of the course in which you are enrolled.

➢ **Software & Plug-ins:**

Software & Plug-ins features commonly used software and browser enhancing software known as plug-ins. It has information about each type of software, plus a link to the site to download the software. Note that the site does not require any additional software to run, but some content might. [Not available at this time]

All practice should take place in the "Stage Site." The "Production Site" should not be used until you have been notified by e-mail or in person.

When the "Production Site" is operational, an in-depth User's Manual will be distributed.

Thank you.

Site Administrators:

Robin A. Barwick, Training & Development Coordinator
Human Resource Training Center
1701 Old Bon Air Road
Richmond, VA 23235
(804) 323-2099
(804) 323-2302 Fax
robin.barwick@djj.virginia.gov

Joyce Biringer, Registrar
Human Resource Training Center
1701 Old Bon Air Road
Richmond, VA 23235
(804) 323-2004
(804) 323-2302 Fax
joyce.biringer@djj.virginia.gov

Debbie Jackson, Training Manager
Human Resource Training Center
1701 Old Bon Air Road
Richmond, VA 23235
(804) 323-2362
(804) 323-2302 Fax
debbie.jackson@djj.virginia.gov

References:

The content in this document was developed entirely from the following references:

Knowledge Centre 4.1 Baseline Documentation, Meridian Knowledge Solutions, Inc. Part 2 User's Guide, Chantilly, 3/7/2003

Practice Site - http://djjkcstage.meridian.com. - Meridian Knowledge Solutions, Inc, Dept. of Juvenile Justice, 2004

Live Site - https://covkc.virginia.gov/djj - Meridian Knowledge Solutions, Inc, Dept. of Juvenile Justice, 2004

The Dept. of Juvenile Justice, HR Records and Reports.

Appendix 1

Non-State Employee Registration Process:

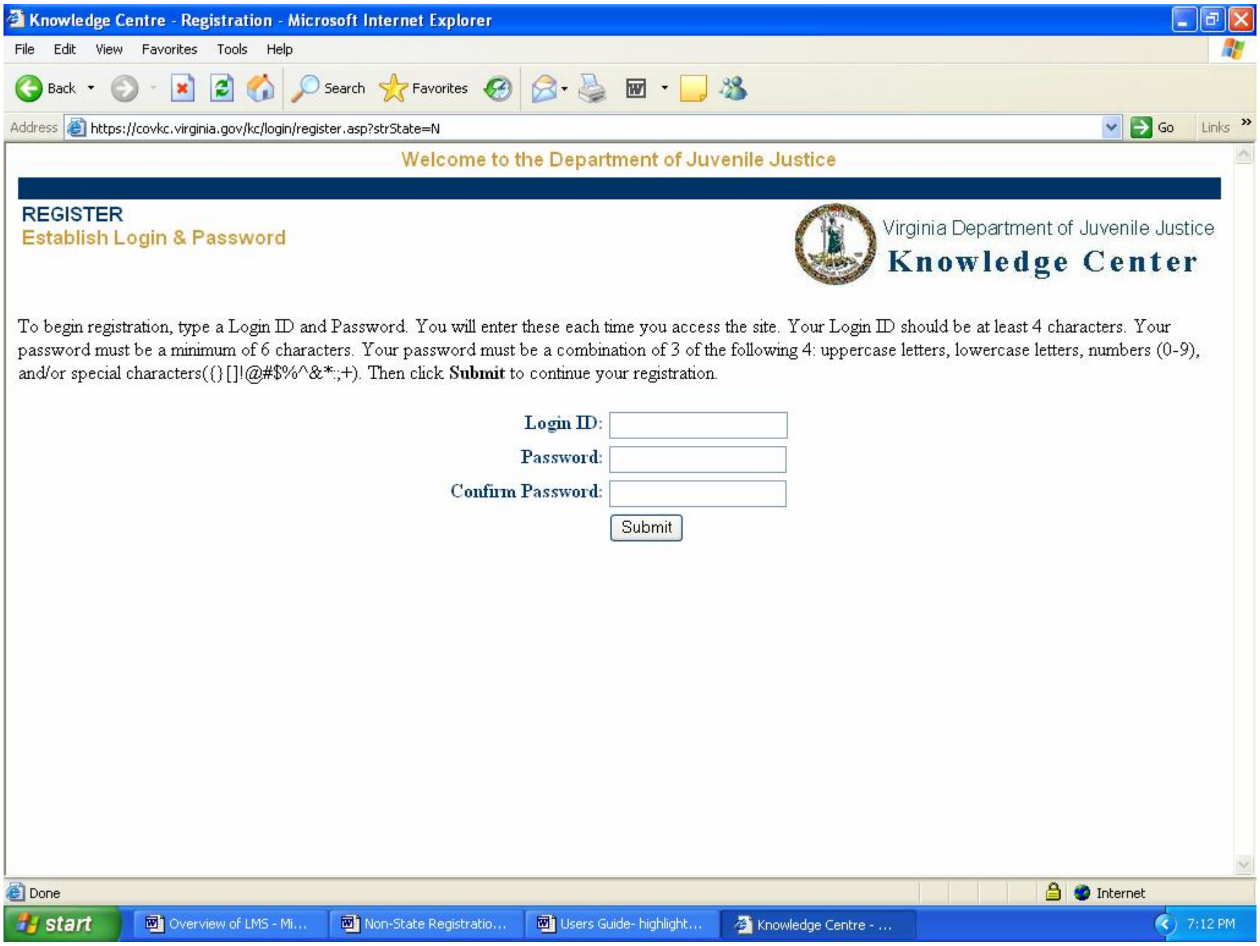
From the Login Screen:

1. Select “Register,” the next screen will display the selection in Figure 26:

Figure 26

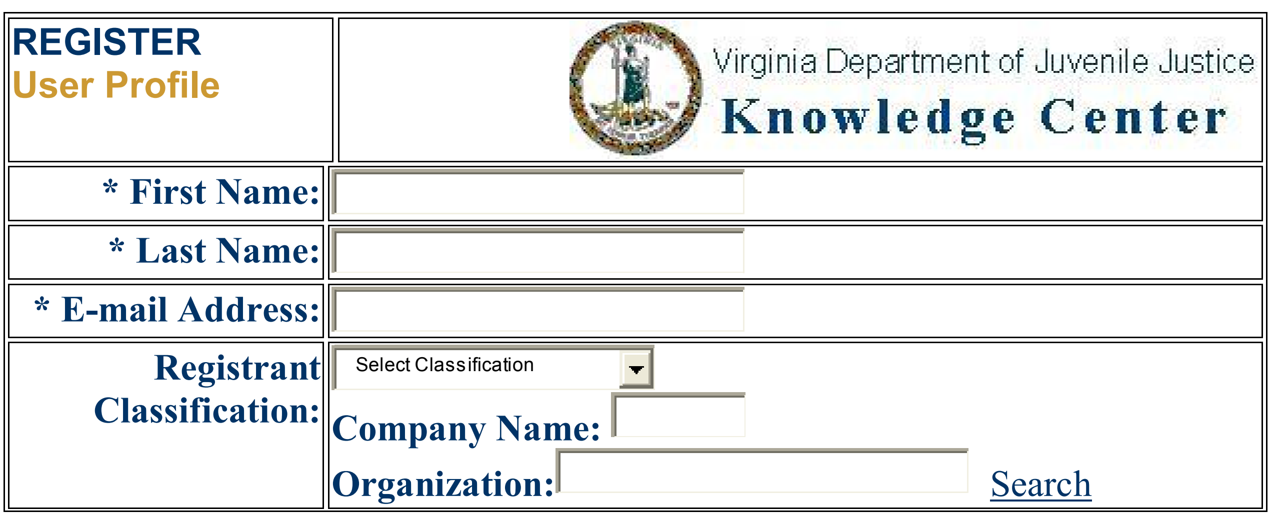
2. Choose “I am not a state employee, entering the site for the first time and Submit.
The next screen [Figure 27] will require you to create a Login I.D., a Password and to re-type you Password.
3. After selecting your I.D. and Password, fill in the form and click Submit.

Figure 27



After submitting your Login I.D. and Password, the next screen will require information that is more specific. All required information is marked with an asterisk *, but the Department of Juvenile Justice requires that all information on the form be completed. [Figure 28]

Figure 28



	☑ *Send me updates and notification of content changes at this e-mail address.*
Address 1:	
Address 2:	
City:	
State:	
Province/Other:	
Zip:	
Country:	(Select one)
Phone:	
Fax:	
Manager's E-mail:	
*** User Interface:**	◉ Graphical ○ Text ○ Personal KC
	Please use the following area to highlight your area of expertise and professional items of interest. This may include qualifications and certifications, as well as a brief biography.
Qualifications:	
	☑ *Make this information available to others in the PeerNet.*

Submit	Reset

4. Select the items highlighted in Figure 28 before submitting.
5. After completing the form, click Submit

The following message will be shown after submitting the user profile data required in Figure 28. An e-mail will be generated and sent to the Site Administrator for access approval.

Your registration has been submitted to the Administrator for approval. You will be notified via e-mail if your registration was approved or denied.

Once approval has been granted, the non-state employee can login to the system using the User I.D. and password created.

All functions will be available to this user after registration.

If you experience problems with registration, contact one of the Site Administrators.

Thank you,

Robin A. Barwick
Training & Development Coordinator